

Planning for Your Safety

- Keep a copy of your protective order with you at all times. Make copies of your protective order and give them to trusted family and friends for increased safety and awareness of the conditions and protections.
Having a copy of the order on hand may be critical if the respondent violates the order at a location away from your home.
- Bring photographs and documents to the hearing that may show the respondent's violent and/or threatening behaviors (i.e. photos of injuries, bruising, threatening letters/cards, property damage, Caller ID from harassing phone calls, etc).
- Keep photocopies of important documents in a safe place or with a trusted person (i.e. social security card, driver's license, birth certificates, bank statements, paycheck receipts, etc).

If your order is violated, call 911 or your local emergency number.

Resources

National Domestic Violence Hotline: 1-800-799-SAFE

Local Domestic Violence Hotline:

Local Law Enforcement Phone Number:

For additional information go to www.courts.mo.gov

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MOVANS Protective Order Notification System

Know when your protective order is served. Register for free phone notification through MOVANS:

1-866-566-8267

Victims' Rights Information

Full Faith and Credit Provisions

In addition to enforcing protective orders issued within a state, law enforcement agencies and state courts also must recognize orders issued in another state or jurisdiction. The full faith and credit provisions of the 1994 Violence Against Women Act (VAWA) require that every temporary or final injunction, protective order, or restraining order properly issued by a state court be fully recognized by courts in every other state. If you relocate or move out of the state in which your order was issued, contact your new local law enforcement agency or courts to ensure that your order of protection remains active.

Sponsoring Agency Information

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Will you know when your protective order is served?

Register for free phone notification:

1-866-5-MOVANS

Toll-Free 1-866-566-8267

Free. Anonymous. Important.

www.vinelink.com

MOVANS Protective Order Notification System

Keeping victims informed.



Missouri Department of
Public Safety – Office for
Victims of Crime

Important Things to Know

What is an ex-parte order of protection?

An ex-parte protective order is a court order issued by a judge that is intended to protect a domestic violence victim (the Petitioner) from someone who has been abusive or threatened violence (the Respondent). The purpose of a protection order is to require the Respondent to stop the abuse and stay away from the Petitioner. It authorizes arrest of a Respondent who violates provisions of the order.

Who is the Petitioner?

The Petitioner is the person who asks the court to issue the order and needs protection.

Who is the Respondent?

The Respondent is the person who has been abusive or threatened violence.

What if I don't have a safe phone number or e-mail? Can family members or friends use this service?

If you are concerned about your safety, you can share the toll-free number and your case number with a family member or friend. They may register to receive information and notification using their own telephone number and PIN. Please make sure that they tell you of any updates they may receive.

What information will I get from MOVANS Protective Order Notification System?

Case information includes:

- status of service
- information about court hearings

What if the Respondent tries to get information about me through MOVANS Protective Order Notification System?

Registration with MOVANS Protective Order Notification System is anonymous, so the Respondent won't know you are registered.

Will notifications be the same everywhere?

Notification may differ from county to county and may not be available in some areas. Notification will not be available when third party or process servers are used to serve the protective order.

MOVANS Protective Order Notification System

What is MOVANS Protective Order Notification System?

MOVANS Protective Order Notification System is a free telephone service that lets Petitioners access information about their protective orders. Petitioners can register to be notified when a protective order is served. They can also register to receive information about court hearings.

Operators are available 24 hours a day to register Petitioners, answer questions, and provide information about local victim services.

How to register:

1. Before you call MOVANS, have your **case number or the Respondent's name** ready. You can find this information on your petition or protective order.
2. Call the **MOVANS number toll-free at 1-866-566-8267** from a touch-tone telephone. If you do not have a touch-tone phone, simply wait on the line until you are connected to an operator.
3. When asked, press two (2) for protective order information.
4. Search for the status of a protective order using the case number or Respondent's name as written on the protective order or petition. (If your case number contains letters, press the number that corresponds to the letter on your keypad.)
5. To register for notification, when asked, enter a **telephone number** where you can be reached and a four-digit **Personal Identification Number (PIN)**.

When you receive a notification phone call:

When you receive a telephone notification, you will be asked to enter your PIN, followed by the pound (#) sign, to confirm that you received the call.

If you do not answer your phone or if you do not enter your PIN, the system will continue to call for up to 24 hours. If you have an answering machine, the system will leave a short message and will continue to call for up to 24 hours or until a correct PIN is entered.

You will receive notification:

- When the order has been served on the Respondent
- The day before your hearing if the order has **not** been served on the Respondent
- As a reminder when your hearing is three (3) days away
- When there is a change in a scheduled court hearing

If you forget your PIN:

Call the toll-free MOVANS number at 1-866-566-8267, and wait on the line to speak with an operator. Operators are available 24/7 for support and assistance. They can help you reset your PIN or cancel notification.

Keep this card in a safe place

Write down the information related to your case and keep this card handy for future reference. For safety reasons, **do not share your PIN with others.**

My case number: _____

My four-digit PIN: _____

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If you have registered but have not heard that the order has been served after three to four days, contact the agency responsible for service of the order.

If your order is violated, call 911 or your local emergency number.